Amendment to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A workflow server which is connected to a plurality of client terminals for processing an electronic work item and which transfers a work item generated or processed at each of the client terminals to a next user in charge in accordance with a prespecified process flow, comprising:

a process management table defining the relation between an indentifier of each of nodes constructing a business process and a destination of a work item in correspondence with a business identifier;

a user management table inked to management information of each of the users of the client terminals, for indicating a list of work items transferred to the user and information regarding a substitute user designated by the user in charge in association with each node operation; and

a controller for allowing according to the user management table, with respect to at least one work item, both a user in charge to whom the work item is transferred and a substitute user predesignated by the user in charge every process to access the work item item, and directly or indirectly transferring the work item processed by either user to the next user in charge according to the process management table, wherein the substitute user specifies the user in charge to access the work item.

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2. (currently amended) A workflow server according to claim 1, further comprising means for displaying, in response to a request from any ~~one of the~~ requesting client ~~terminals~~terminal, a list of users who are designating the user of the ~~request~~requesting ~~source~~-client terminal as a substitute user on the client terminal, wherein the substitute user specifies the user in charge by referring to the list of users.

3. (currently amended) A workflow server according to claim 1, ~~further comprising a user management table linked to management information for each of the users of the client terminals, for storing information regarding a substitute user designated by the user in association with each process,~~

wherein when any user of the client terminals specifies a user serving as a ~~user~~the user in charge and requests display of a work item to be performed by the user of the client terminal as a substitute user, said controller checks qualifications of the user of the request source client terminal for a substitute user by referring to the user management table corresponding to the user in charge and specifies work items to be ~~performed~~displayed for ~~by~~ the substitute user ~~and to be displayed~~.

4. (currently amended) A workflow server ~~which is connected to a plurality of client terminals and which transfers a work item generated or processed by each of the client terminals to a next user in charge in accordance with a prespecified~~

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process flow, comprising:according to claim 1, wherein

a user information memory for storing the user management table includes a list of work items transferred to the user and identification information of a substitute user designated for each process by the user in charge in association with identification information of each of the users of the client terminals,

wherein when a request of start of starting the substitution process with respect to a work item received by another user is sent from a user except for other than the destination user of the work item, the controller refers to the information stored in the user information memory management table corresponding to the another user is referred to, checks the qualifications of the user of a request source user for a substitute of the another user is checked, and specifies a work item which can be permitted to the user is specified.

5. (currently amended) A workflow server which is connected to a plurality of client terminals and which transfers a work item generated or processed at each of the client terminals to a next user in charge in accordance with a prespecified process flow, comprising:according to claim 1, wherein

a user information memory for storing information of a list of work items transferred to the user, the user management table includes identification information of a substitute user designated for each process by the user in charge, and identification information of a user in charge who designates the user as a substitute user in association with identification information of each of users of the client

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terminals;~and

a controller the controller comprises means for creating, when a request of start of starting the substitution process with respect to a work item work items to be processed by another user is received from a user except for the user in other than the destination of the work item, a dialog box for selecting a user in charge on the client terminal as a request source on the basis of identification information of the user in charge stored in the user information memory management table corresponding to the request source user, and means for specifying, when a user in charge is designated by the request source user, work items which can be processed by the request source user instead of the user in charge by referring to information stored in the user information memory management table corresponding to the designated user in charge after checking the qualifications of the request source user for working as a substitute user.

6. (currently amended) A workflow server according to claim 4, wherein the user information memory stores management table includes at least one of power of substitute, substitution conditions, and substitution effective term besides identification information of the substitute user designated by each user for each process, and

said controller checks whether the identification information of the request source user has been registered in advance or not and at least one of the power of substitute, substation substitution conditions, and substitution effective term at the

time of checking qualifications of the request source user.

7. (currently amended) A workflow server ~~which is connected to a plurality of client terminals and which transfers a work item generated or processed at each of the client terminals to a next user in charge in accordance with a prespecified process flow, comprising:~~ according to claim 1, wherein

~~a process management table defining the relation between an identifier of each of nodes constructing a business process and a destination of a work item in correspondence with a business identifier;~~

~~a user~~ the user management table ~~for storing~~ includes, in correspondence with ~~an identifier of a user~~ the identification information of each of the users ~~who operates~~ of the client ~~terminal~~ terminals, ~~an identifier~~ identifiers of ~~an~~ unprocessed work ~~item~~ items, an identifier of ~~a substitute~~ the substitute user designated by the user ~~for each work~~ in charge, and an identifier of a user in charge indicative of another user who designates the client terminal user as a ~~substitute;~~ substitute,

the workflow server further comprises a work item management table for storing, in correspondence with a work item identifier, an identifier of a business process to which the work item belongs and an identifier of a node indicating the present position of the work ~~item;~~ item, and

~~a controller~~ the controller ~~for allowing~~ allows both the user in charge who has not yet processed a work item in the user management table and a substitute user registered as a substitute in correspondence with the business process identifier of

the work item in the user management table of the user in charge to process the work item, ~~specifying~~ specifies a next node identifier and a destination user from the process management table in accordance with the business process identifier of the work item and the identifier of the node in the present position with respect to the work item processed by each of the client terminals, ~~registering~~ registers the work item as an unprocessed work item in another user management table corresponding to the destination user, and ~~updating~~ updates the identifier of the node indicative of the present position to the identifier of the next node in the work item management table corresponding to the work item.

8. (previously presented) A workflow server according to claim 1, further comprising means for transmitting a message for reminding the process of the work item to be urgently processed to at least one of the client terminal operated by the user in charge as a destination of the work item and a client terminal operated by the substitute user designated as a substitute of the work item.

9. (currently amended) A method of controlling a workflow system including a plurality of client terminals and a workflow server for transferring a work item in a process generated or processed by any of the client terminals to a next user in charge in accordance with a predesignated process flow, the method comprising the steps of:

requesting from one of said client terminals to said workflow server to display

a work item to be performed by a substitute user by specifying a user in charge who designated the substitute user to process a work item;

selecting by the workflow server an unprocessed work item which can be processed by a user of the request a request source client terminal as the substitute user among unprocessed work items of the user in charge; and

displaying the selected work item on a display screen of the request source client terminal.

10. (currently amended) A method of controlling a workflow system including a plurality of client terminals and a workflow server for transferring a work item generated or processed by any of the client terminals to the next user in charge in accordance with a predesignated process flow, the method comprising the steps of:

specifying by said workflow server, when a request of display of a user in charge is issued from any one of the client terminals, at least one of users user in charge who designates a substitute user as a user of the request source client terminal as a substitute user, on the basis of management information prepared for each of said substitute users of the client terminals, thereby to display the user in charge on the request source client terminal, and

selecting by said workflow server, when the client terminal requests to display a work item to be performed by aone said substitute user by specifying the user in charge, at least one of unprocessed work items which can be processed by the client terminal substitute user among unprocessed work items of the user in charge,

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thereby to display the selected unprocessed work item on the client terminal.